

# **PROPOSAL REQUEST**

For

**Managed IT Services**

For the

# **Northwest Central Dispatch System**



August 3, 2021

## Introduction

The Northwest Central Dispatch System (hereinafter referred to as "NWCDS"), 1975 E. Davis Street, Arlington Heights, Illinois, is seeking proposals from firms qualified to provide managed IT Services for our System.

## Background

The NWCDS system is looking for a qualified firm to provide Managed Information Technology (IT) services, including but not limited to ongoing support and coordination of the NWCDS's IT systems network to ensure general management and operation, maintenance and troubleshooting, and proper installation and implementation of new technologies. NWCDS is looking for a service that will become NWCDS's adjunct IT staff that performs all routine maintenance and system updates, as well as providing a resource for both end users and management staff.

## Proposers Background, Qualifications, and Experience

Proposers should use this section to explain why their firm is the best choice for *NWCDS*. This section must contain the following:

**Compliance:** what requirements and safeguards does your organization employ to establish and maintain full compliance to Federal, State and local regulations and best practices?

**References:** provide a list of references of similar jobs to the one you will be proposing for NWCDS.

**Qualifications:** what qualifies your firm to provide scoped materials?

## Scope Statement - Base

The successful IT Provider will be available to provide technical assistance and system administration for the NWCDS via a combination of on-site and remote support.

### TERM OF CONTRACT

This three-year (3) contract shall take effect on or about September 23, 2021, following approval by the NWCDS Joint Board, and expire on September 22, 2024.

### EXTENSION OF CONTRACT

This contract may be extended for up to thirty-six (36) additional months at the same terms, conditions and prices upon the mutual consent of both parties. The Contractor shall notify NWCDS at least sixty (60) days prior to the expiration of the contract whether or not he is agreeable to such extension.

## OBJECTIVES

NWCDS has established objectives for the management and operation for Information Technology:

- To enable NWCDS to deliver services efficiently in a cost-effective manner;
- To assess performance of existing systems in order to identify potential improvements;
- To lower NWCDS IT operating costs and increase efficiency and performance;
- To rethink how IT can contribute to the NWCDS's mission.

## Network and Hardware Infrastructure

Below is a list of equipment that we are looking for your firm manage.

Server	Function
ArcGIS-Server	GIS Server
ESX01	ESXi host -
ESX02	ESXi host -
ESX03	ESXi host -
IJIS	IJIS
ileas	ILEAS
nwcd-911-zetron	ANI/ALI from 911 to CAD
nwcd-cad	Inside CAD users MSMQ Server
nwcd-cadapp	Outside users MSMQ RELAY Server
nwcd-interfaces	RMS,Firehouse,SIS
nwcds-mip1	Multi-IP - Radio IP
nwcds-mip2	Multi-IP - Radio IP
nwcd-msgswitch	Mobile MSMQ Server
nwcds-dc1-2019	AD DC RADIUS DHCP DNS
nwcds-dc2-2019	AD DC DHCP DNS time server
nwcds-sc-hyperv	Hyper-V Host for SC DC, DNS, MIP,FS
nwcds-sc-p1dns	P1 DNS Server for DR
nwcds-sc-dc1	DC for DR site
nwcds-sc-mip1	Multi-IP for DR site
nwcds-sc-fs1	File Server- DR - DFS replicated from AH
nwcds-ah-exch	Exchange
nwcds-ah-fs1	File, Print Server,WUG,CatTools
nwcds-ah-fs2	File, Print Server,CatTools
nwcds-ah-it	Spiceworks, Solarwinds DBA,SAN-HQ,Unifi CTL
nwcds-ah-it1	New IT Svr- PRTG & WUG2017
nwcds-ah-proqa	Pro-QA, FatPot

nwcds-ah-sep	Symantec AV
nwcds-ah-ts1	TeleStaff
nwcds-ah-vc	vCenter 6.7 Server
nwcds-vc-60	vCenter 6.0 Server for IDN VMs- on old cluster
nwcds-qb	CAD Query Builder
nwcd-sql	CAD SQL Server
nwcd-sql2	CAD SQL Server
nwcd-sql3	CAD SQL Server - Repl
nwcds-testcadpc	Host for legacy Telestaff app
nwcds-testenvsql	CAD test env SQL
nwcd-trainingSQL	CAD training SQL server
nwcd-updates	CAD Update Server
nwcds-ah-tshost	Hyper-V Host for ThinStuff VM & P1DNS
nwcds-ah-rdp	ThinStuff VM
nwcds-ah-p1dns	P1 DNS Server
<b>SAN</b>	<b>DELL EMC SAN-</b>
ncds439sr01	HigherGround file server
ncds439mt21	HigherGround recorder
scpd440sr01	HigherGround recording server Schaumburg
ilnwd-ahts-xs01	X-switch 911 Call Server
ilnwd-ahts-cc01	X-switch 911 DC & command center
ilnwd-ahts-db01	X-switch 911 database server
ilnwd-ahts-px01	PBX for office phones, Vodia
ilnwd-shbg-xs01	X-switch 911 Call Server
ilnwd-shbg-cc01	X-switch 911 DC & command center
ilnwd-shbg-db01	X-switch 911 database server
ilnwd-shbg-px01	PBX backup
ilnwd-ahts-gw01	Audiocodes Mediant 911 gateway1
ilnwd-ahts-gw02	Audiocodes Mediant 911 gateway2
MP-118 VoIP GW	Audiocodes VoIP Gateway
<b>OTHER</b>	<b>Function</b>
<b>Unitrends</b>	Backup appliance
WinPak	Badge machine
Barracuda	Barracuda Spam filter
BarracudaWSG	Barracuda Web filter
UniFi Controller	on IT server 2nd NIC

Mitsu3	Mitsubishi UPS 3
NetClock	Spectracom Primary
NetClock	Spectracom Secondary
NetClock	Spectracom - Pri Schaumburg
NetClock	Spectracom - Sec Schaumburg
RDP_for_USDD	Allows access the USDD controllers
<b>COPIERS</b>	
Admin	Kyocera
Dispatch	Kyocera
<b>SWITCHES</b>	
nwcds-3750xStack	Core Switch Stack
nwcds-9300Stack	Core Switch Stack
nwcds_sw1_ser	Xt911 network
nwcds_sw2_ser	Xt911 network
ncd_arlington_hts	xT911 router to schaumburg
JumboSwitch	RT sites on EVPL for radio only
SCH-CAD	Schaumburg CAD stations .5 VLAN
SG300 - 52 port	Security cameras
nwcds-ah-cad	P1 CAD switch stack
nwcds-sc-cad	P1 CAD switch stack - Schaumburg
<b>ROUTERS</b>	
AH-EPL	911 EPL to Schaumburg
SC-EPL	911 EPL to AH
nwcds-ah-ens	Cisco ENS hub to agencies
nwcds-sc-ens	Cisco ENS hub to agencies-Schaumburg
vzw-Cisco819	Cisco 4G LTE cellular router for Palatine mobiles to CAD (4TH PRIORITY)
<b>FIREWALLS</b>	
ASA 5515	Cisco firewall to all ext networks
ASA 5515	Backup firewall
ASA5515 - SFR	Primary Firepower SFR module
ASA5515 - SFR	Secondary Firepower SFR module
ASA 5510	Internal wireless
ASA 5510	Guest wireless
ASA 5508	Schaumburg firewall
<b>PRINTERS</b>	
Pod 1-A	HP LaserJet 400 M401n

Pod 1-B	
Pod 2-A	
Pod 2-B	
Pod 3-A	
Pod 3-B	
HP 4050 Room 120	CAD/GIS Office
HP M1212 MFP Fax Rm 131	Fax & print OM room 131
HP P2035 room 138	OM Room 138
HPP2035 room 130	OM Room 130
HP Plotter	Up front next to lobby
Epson MFP	JEMS office

**Wireless**

4 Ubiquiti AP	Tied to Controller for Internal and Guest networks
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**Workstations**

23 CAD Workstations in AH	Primary Dispatch and OM
10 CAD Workstations in SC	Dispatch DR Site
7 Laptops in AH	Admin Staff
15 Office Desktops in AH	Admin Staff

**VENDOR RESPONSIBILITIES**

Responsibilities include but are not limited to the following:

- Providing general professional services on an as-needed basis primarily during normal business hours: M–F 8:00 a.m. to 5:00 p.m. Guarantee a **2-hour response time** for emergency situations;
- Current vendor has committed 1 Full-Time Employees on-site to handle the NWCDS’s workload
- Vendor must show proficiency with the Motorola Premier 1 CAD, Records and Mobile Data system hardware, architecture and connectivity.
- Vendor must be proficient in managing the SolaCom Guardian 911 phone system.
- Vendor must have experience managing multiple Comcast ENS, EDI, EPL networks supporting connections to member agencies for CAD, RMS, Phone and Radio infrastructure.
- Evaluating the NWCDS’s IT system and develop a prioritized order of recommended hardware and software upgrades to make it both current and stable as possible;
- Designing, implementing and supporting the NWCDS Local Area Network;
- Troubleshooting (either remotely or on-site) hardware and software problems;

- Performing minor cabling work and maintaining hardware/software inventory and license documentation;
- Performing the repairs and necessary maintenance of the PC network;
- Providing for system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction;
- Monitoring network security and usage and perform necessary system “housekeeping”;
- Documenting information system processes and procedures and assist with network security;
- Assisting users with operational problems;
- Performing general maintenance on all software packages;
- Coordinating problem-solving with software vendors and contacting support hotlines to resolve problems;
- Installing initial files, directories, and security to accommodate department needs;
- Installing hardware, software, and peripherals;
- Providing recommendations on solutions to issues, including cost estimates for repairs and/or replacement items;
- Researching, evaluating, and advising management of enhancements/new releases of hardware and software technology.
- Setting up new computer programs.
- Coordinating hardware and software purchase recommendations and assisting in budget preparation for the IT function. Monitoring all related technology purchases of hardware/software for invoice/billing accuracy.
- Preparing reports and presenting them as needed;
- Providing assistance, as needed, as the NWCDs maintains and updates its GIS system;
- Coordinates and implements acquisition/installation/troubleshooting/repair/training of telephone lines and equipment;

## **WORK HOURS**

Hours: Generally 8:00am to 5:00pm Monday thru Friday, however due to the 24 hour nature of our operation we are somewhat flexible with the hours. Coverage includes off-shift and weekend 24x7 on-call support, with availability to come back onsite when necessary.

On-site coverage would not be required for the eight (8) holidays during the year: New Year’s Day, Memorial Day, the 4th of July, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas

Day. 24x7 on-call support would still be required for these days with the availability to come back onsite when necessary.

**Scope Statement - Alternate**

Provide pricing for an additional .6 persons to assist the 1 full time person with the work included in the Scope Statement



## General Requirements

Proposals, bids, or responses will be accepted by NWCDS no later than 1:00 p.m. (local time), **September 7, 2021**. Every proposal must be enclosed in an envelope clearly marked **Managed IT Services**, and shall include three (3) copies or sent electronically with the proposal title in the subject field.

All questions, requests, bids, responses, and proposals shall be submitted to the following address:

Brian Drake, Deputy Director – Support Services  
1975 E. Davis Street  
Arlington Heights, IL 60005  
(847) 590-3410  
bdrake@nwcds.org

All timely responses shall be reviewed by NWCDS prior to acceptance/contract award. Responses may be hand delivered, emailed or sent by mail, and must address the specifications set forth in this request. Any response, bid, or proposal received after the above deadline shall be considered late, and will not be opened or considered. When the contract is awarded, all proposals will be subject to the Illinois Records Act and the proposals will be available to the public. Provider shall acknowledge compliance with the Illinois Prevailing Wage Act, 820 ILCS 130/0.01-12.

## Timeframe

All responses must be complete and in possession of NWCDS by 1:00 p.m. (local time) on **September 7, 2021**. Proposals will be opened at an unspecified time after the September 9<sup>th</sup> deadline of 1:00 p.m. (local time). Each submission/proposal must be complete. Any incomplete responses will be rejected. All respondents will comply with this RFP as a basis for the award of a contract.

## Approval

The actual acceptance of any or all proposals may be delayed. Therefore, all proposal responses must remain valid for a period of not less than six (6) months.

## Insurance Requirements and Liability

The PROVIDER shall maintain commercial general liability, automobile liability, worker's compensation and employer's liability insurance in full force and effect to protect the PROVIDER from claims under Worker's Compensation Acts, claims for damages for personal injury or death, and for damages to property arising from the negligent acts, errors, or omissions of the PROVIDER and its employees, agents, and subcontractors in the performance of the Services covered by this Agreement, including, without limitation, risks insured against in commercial general liability policies.

The PROVIDER shall also maintain professional liability insurance to protect the PROVIDER against the negligent acts, errors, or omissions of the PROVIDER and those for whom it is legally responsible, arising out of the performance of the Services under this Agreement.

The PROVIDER's insurance coverage shall be for not less than the following limits of liability:

1. *Commercial General Liability: \$500,000.00 per claim up to \$2,000,000.00 per occurrence;*
2. *Automobile Liability: \$100,000.00 per claim up to \$2,000,000.00 per occurrence;*
3. *Worker's Compensation in accordance with the statutory limits; and Employer's Liability: \$1,000,000.00; and*
4. *Professional Liability (Errors and Omissions): \$1,000,000.00, each claim and in the annual aggregate.*

The PROVIDER shall, upon request at any time, provide NWCDS with certificates of insurance evidencing such policies and confirming that they are all in full force and effect as required by this Agreement. All such policies shall name NWCDS as an additional insured.

Any insurance policy required hereunder shall be written by a company which is incorporated in the United States of America or is based in the United States of America. Each insurance policy must be issued by a company authorized to issue such insurance in the State of Illinois.

As between PROVIDER and NWCDS, the parties waive any and all rights against each other, including their rights of subrogation, for damages covered by property insurance during and after the completion of Services under this Agreement. **There will be no exceptions to the insurance requirement.**

## **Contract Nullification**

NWCDS may, at any time, nullify the agreement if, in the judgment of NWCDS, the provider has failed to comply with the terms of the agreement. In the event of nullification, any payment due in arrears will be made to the provider(s), but no further sums shall be owed to the provider(s). The agreement between NWCDS and the PROVIDER is contingent upon approved annual budget allotments, and is subject, within fifteen (15) days notification, to restrictions, or cancellation if budget adjustments are deemed necessary by NWCDS.

## **Payments**

Invoices that are submitted by the awarded provider are required to provide accurate and current addresses. Payment terms shall be specified in the proposal response, including any discounts for early payment. NWCDS discourages the practice of picking up checks in person, unless there is an emergency situation.

Invoices are to be submitted to:

Executive Director  
Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, Illinois 60005

**Invoicing & Terms of Payment:** The provider must provide an invoice upon completion of the specified requested services, and acceptance by NWCDS and indicate payment terms and any prepayment discounts.

## **Public Safety Customer Base**

This section will describe the provider's current public safety customer base. Include a minimum of five (5) detailed references, outlining for each:

- Contact name, title, address, phone number
- Service Population
- Date of work completed

Also, include a list of all public safety customers.

## **Selection Procedure**

NWCDS will evaluate the responses based on experience with government public safety entities, qualifications, and pricing structure. Companies may be required to interview with NWCDS before signing an agreement to provide services. NWCDS reserves the right to negotiate a contract, including a scope of work, and contract price, with any proposers or other qualified party.

This Request for Proposal does not commit NWCDS to award a contract, to pay any costs incurred in preparation of a response to this Request, or to procure or contract for services or supplies. NWCDS reserves the right to accept or reject any and all responses received as a result of this Request, or cancel this Request in part or in its entirety if it is in the best interests of NWCDS to do so. Proposers shall not offer any gratuities, favors, or anything of monetary value to any officer, employee, agent or director of NWCDS for the purpose of influencing favorable disposition toward either their proposal or any other proposal submitted as a result of the Request for Proposal.

Respondents shall be capable of providing the highest quality level of service, performed by trained personnel.

## **Submittal Requirements**

To be eligible for consideration 3 copies of the response must be received by NWCDS no later than 1:00PM Central Time, September 7, 2021. Proposals can be submitted via U.S. Mail or sent electronically or other delivery method. Proposals delivered via U.S. Mail or special delivery should have the exterior of all proposal packages labeled with the proposal title. Proposals submitted electronically should contain the proposal title in the subject field. Late submittals will not be considered and will be returned to submitter unopened. NWCDS will confirm receipt of proposal upon request.

The package should be marked:

Northwest Central Dispatch System  
NWCDS Managed IT Services RFP  
1975 E. Davis Street  
Arlington Heights, IL 60005  
Attn. Brian Drake

Proposals must include a signed cover letter offering to provide services. Unsigned proposals will be rejected.

## Questions and Inquiries

It is the policy of NWCDs to accept questions and inquiries in writing (and/or e-mail-fax) from proposers. Answers will be given in the form of a written addendum to the RFP and shall be binding unless modified in subsequent written addenda. Written addenda shall be available on the NWCDs web page to all parties submitting responses to this RFP. Oral explanations or instructions given over the phone prior to the proposal submission date shall not be binding.

All written questions must be directed to the individual designated below:

Brian Drake  
Deputy Director – Support Services  
Northwest Central Dispatch System  
1975 E. Davis Street  
Arlington Heights, IL 60005  
PHONE: 847-590-3410  
FAX: 847-590-3369  
E-MAIL: bdrake@nwcds.org

## Proposal Requirements

NWCDs is not liable for any costs incurred by the Proposer in the preparation, presentation or in any other aspect of the Proposal.

Provider is required to provide evidence that you meet the NWCDs Insurance Requirements.

Provider is required to provide a reference list of clients that have a current contract for services with their company.

Provider is required to allow NWCDs to change the quantities if needed.

Provider is required to include delivery of fully functional units F.O.B.

Provider shall provide evidence of a company safety program and, if supported, a drug testing program.

**The entity responsible for fulfilling this agreement shall be identified in the proposal response.**

## Right to Seek a New Proposal

**NWCDs reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons.**

Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of NWCDs.

In comparing the responses to this RFP and making awards, NWCDs may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

## **Terms and Conditions**

Any contract or agreement resulting from the acceptance of this proposal by NWCDS shall be approved by NWCDS' Attorney, and shall contain, as a minimum, applicable provisions of this Request for Proposal. NWCDS reserves the right to reject any agreement that does not conform to the Request for Proposal and any NWCDS requirements for agreements and contracts. Providers should include any standard contract documents with their proposal.

NWCDS reserves the right to request clarification of information submitted and request additional information as needed.

The Provider shall indemnify and hold harmless NWCDS, its agents, and its employees from and against all claims for personal injury, property damage or stolen goods, including claims against NWCDS, its agents, or servants arising out of the Illinois Structural Work Act (Illinois Revised Statutes Chapter 48, Section 60 through 69 inclusive), and all losses and expenses, including attorney's fees that may be incurred by NWCDS, defending such claims, arising out of or resulting from the performance of the work and caused in whole or in part by any negligent act or omission of the Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by the party indemnified hereunder. In any and all claims against NWCDS or any of its agents, or servants by an employee of a Provider, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation of benefits payable by or for the Provider or subcontractor under Workers' Compensation Acts, Disability Acts, or other Employee Benefit Acts.

The provider will be responsible for any damages, injuries, accidents, and claims resulting from, and or occurring during completion of specified services.

The provider will be responsible for transportation of all materials to the job site (FOB Destination) and be responsible for insurance on all materials after initiation of job until the point where NWCDS accepts the completed project.

## **Applicable Law**

NWCDS is an equal opportunity employer. NWCDS does not discriminate against anyone on the basis of race, sex, color, age, religion, ancestry, national origin, qualified disability, marital status, sexual orientation, genetic information or military status.

The successful Provider agrees that they shall comply with all local, state, and federal laws, statutes, rules, and regulations. In the event that any claims should arise with regards to this contract, for a violation of any such local, state, or federal law, statutes, rules, or regulations, the provider will indemnify and hold NWCDS harmless for any damages, including court costs or attorney fees which might be incurred.

Any contract will be interpreted under the laws and statutes of the State of Illinois.

NWCDS does not enter into contracts which provide for mediation or arbitration.

Therefore, any action arising from any contract made from these specifications shall be brought in the state courts in Cook County, Illinois or the United States Federal District Court for Northern Illinois.